ABSTRACT

[0089] Systems and methods for facilitating the exchange of data between users and modular services using a real-time communication client such as an instant messaging client. The services may be web services providing various services over a communication network. User commands may be generated in an instant messaging client, sent to an automated attendant, which generates a corresponding web service command, and forwards the web service command to the appropriate web service. The automated attendant may then forward to one or more users any messages that are generated by the web service.

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